

# Group Code of Conduct



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## Our Commitment

At JB Hi-Fi and The Good Guys, we are passionate about our teams, our customers and the communities we are a part of, and we believe good business is about doing the right thing.

We are committed to fostering a work environment that is safe, inclusive and welcoming for everyone, while meeting our legal and ethical obligations. We also promote a speak-up culture where everyone feels safe in calling out any concern, knowing they'll be supported.

Whether you're part of our stores, delivery centres, commercial or support office teams, this Code of Conduct sets out the expected standards of behaviour that apply to all of us. After all, our reputation, and the trust that our colleagues, customers and shareholders have in us, depends on each of us meeting these expectations each and every day.

I encourage you to carefully read this Code of Conduct and ensure you understand it. If there's anything you're unclear about, or if you need advice on any aspect of this Code of Conduct, please speak to your manager or a member of the HR team.

A handwritten signature in black ink, appearing to read 'Terry Smart', is positioned above the name and title.

**Terry Smart**

Group CEO

## Our Values



### **Passion**

We love what we do. We:

- are passionate about our people, our customers and our products
- show enthusiasm and take pride in our work
- strive to exceed our customers' expectations and create amazing experiences



### **Integrity**

We act honestly and do the right thing. We:

- accept responsibility for our actions
- act lawfully, ethically and responsibly
- call out things that aren't right



### **Respect and Empower**

We value and respect everyone. We:

- empower, support and trust our people
- treat everyone fairly and without discrimination
- act with humility, listen openly, and value others' opinions



### **Innovative**

We embrace change and adapt quickly. We:

- never stand still and constantly evolve
- are entrepreneurial and look for opportunities
- are not afraid to fail and we learn from our mistakes



### **Driven**

We are focused and deliberate. We:

- are results oriented and deliver on the things we commit to
- make decisions based on facts and experience
- focus on productivity and efficiency



### **Authentic**

We are diverse and embrace individuality. We:

- are informal and don't take ourselves too seriously
- are energetic and enthusiastic
- have fun, enjoy ourselves and celebrate success



### **Social Conscience**

We care about our people, our community and our environment. We:

- give back to the communities where we live and work
- ensure our business is safe, inclusive and welcoming for everyone
- strive to minimise our impact on the environment

## About this Code of Conduct

This Code of Conduct sets out the behaviour that's expected at JB Hi-Fi Limited and its subsidiaries (the **Group**), and applies to all directors, executives and employees (including permanent, casual and temporary) of the Group (**Team Members**).

This Code of Conduct applies to the conduct of Team Members in the course of their employment, including:

- in the workplace both inside and outside normal working hours;
- during work activities (for example, where work activities are undertaken offsite); and
- at work-related events (for example, work social functions and conferences).

All Team Members are required to be familiar with, and comply with, this Code of Conduct and act in accordance with the Group's Values.

This Code of Conduct should be read in conjunction with the policies referred to within, and any other policies adopted by the Group and as amended from time to time, which can be found:

For JB Hi-Fi Australia

[https://jbhifi.sharepoint.com/sites/Backstage/Pages/documents\\_au\\_hr.aspx](https://jbhifi.sharepoint.com/sites/Backstage/Pages/documents_au_hr.aspx)

For JB Hi-Fi New Zealand

[https://jbhifi.sharepoint.com/sites/Backstage/Pages/documents\\_nz\\_hr.aspx](https://jbhifi.sharepoint.com/sites/Backstage/Pages/documents_nz_hr.aspx)

For The Good Guys

<https://intranet.thegoodguys.com.au/employment/EmploymentDocuments/EmploymentDocuments.html>

This Code of Conduct will be regularly reviewed to ensure that it remains reflective of the standards of behaviour expected and underpins the desired culture within the Group.

## Our Responsibilities

Under this Code of Conduct, all Team Members have responsibilities to:

- treat everyone who you interact with fairly and with respect;
- comply with all safety requirements for your role and work in the safest way you can;
- act ethically, with honesty and integrity;
- be familiar with, and comply with, all policies and procedures and all relevant laws which apply to your role;
- undertake all training which applies to your role and act in accordance with those requirements;
- perform your role to the best of your abilities and to the expected standard;
- use your best endeavours to promote and protect the interests of the Group;
- not intentionally do anything that is or may be harmful to the Group;
- ensure that your personal interests do not conflict with your responsibilities to the Group; and
- report any situations that you think could be in breach of this Code of Conduct, and encourage others to do the same.

If you are a manager, you have additional responsibilities to:

- lead by example;
- ensure Team Members understand and comply with this Code of Conduct, Group policies and procedures, and all relevant laws;
- foster a safe and inclusive environment where Team Members feel comfortable to raise any concerns; and

- appropriately manage any breach of this Code of Conduct that is reported to you.

If you need advice on any aspect of this Code of Conduct or how it applies, please speak to your manager or a member of the HR team.

## Health, Safety and Wellbeing

We are committed to protecting the health and safety of our Team Members, and we believe that upholding our safety culture is a shared and personal responsibility of each of us. The Group will not accept any behaviour that puts the safety of our Team Members or others at risk.

Team Members are required to:

- be familiar with, and comply with, the Group's safety policies and follow all related procedures;
- undertake all safety training which applies to your role and act in accordance with those requirements;
- only use equipment for which you are licenced, trained and authorised to use;
- comply with all safety requirements for your role and work in the safest way you can;
- not attend work or work under the influence of drugs or alcohol; and
- report any safety incidents or hazards to your manager.

For more information please see the Group's safety policies, Hazard and Incident Reporting Procedure, and Drug and Alcohol Policy.

## Diversity, Inclusion and Equal Opportunity

We are committed to fostering a culture that is safe, inclusive and welcoming for everyone, and ensures that all Team Members, customers and others that we interact with are treated fairly and with respect. We will not accept sexual harassment, harassment, discrimination, vilification, victimisation, or bullying in the workplace (together known as **Unacceptable Workplace Behaviour**).

Team Members are required to:

- be familiar and comply with the Group Equal Opportunity and Workplace Behaviour Policy;
- undertake Equal Opportunity training and act in accordance with those requirements;
- not engage in any type of Unacceptable Workplace Behaviour;
- make a positive contribution to a work environment which is free from Unacceptable Workplace Behaviour; and
- report any concerns of Unacceptable Workplace Behaviour to your manager or HR.

For more information, please see the Equal Opportunity and Workplace Behaviour Policy.

## Social Media

When participating in personal use of social media, Team Members should work on the assumption that any content that they post could be viewed by, sent, forwarded, or transmitted to someone other than who it was intended for. As such, any communication that refers to or can be connected to the Group has the potential to impact our reputation or interests.

Team Members are required to:

- not post or share any material or comment that is directly or indirectly discriminatory, bullying, harassing, or otherwise in breach of the Group Equal Opportunity and Workplace Behaviour Policy;
- not make derogatory or offensive comments about the Group or our Team Members, customers or suppliers; and

- not communicate anything that might damage the Group's reputation, brand, commercial interests, or the confidence that our customers and shareholders have in our businesses.

For more information please see the Group Social Media Policy and the Equal Opportunity and Workplace Behaviour Policy.

## Media

Only a limited number of Team Members are authorised to comment publicly about the Group's operations, strategy, customers or teams. If you are approached by the media then you must not comment unless you obtain specific authorisation to do so from the Group CEO. Team Members are required to immediately refer all media enquiries regarding JB Hi-Fi or The Good Guys to [media@jbhifi.com.au](mailto:media@jbhifi.com.au)

## Personal and Confidential Information

As part of your role you may be trusted with information that belongs to the Group, our customers, Team Members and suppliers. Under privacy laws, there are strict rules about how we can collect personal information, how we can use that information and what we need to do to protect it.

To ensure we remain competitive, Team Members must not share confidential information that belongs to the Group with any person who is not authorised to see that information. This applies both during and after employment. Confidential information is any information which you have access to or which is created during your employment that is not readily available to the public.

Team Members are required to:

- access, use and disclose personal, confidential, and sensitive information only when authorised and only as necessary for your role, and in accordance with the Group's Privacy Policy;
- complete and act in accordance with all training, processes and policies which apply to your role in relation to Privacy and Personal Information;
- ensure the accuracy and integrity of information, reports and records; and
- comply with the Group's Document Retention Policy.

For more information please see the Group's Privacy Policy and the Group's Document Retention Policy.

## Conflict of Interest

A conflict of interest can occur where loyalties are divided, such as where a Team Member's personal interests conflict with the interests of the Group. This could include making a decision on behalf of the Group that provides you, or someone connected with you, with a personal benefit, or working for a direct competitor while employed with the Group.

Team Members are required to:

- not put yourself into a position where your interests conflict with your responsibilities to the Group;
- not take advantage of company property, information or your position for personal gain;
- comply with requirements relating to the giving or accepting of gifts, hospitality or other benefits which could result in a conflict of interest;
- only trade or deal with JB Hi-Fi securities (such as shares) in accordance with the Group's Securities Trading Policy; and
- immediately disclose any actual or potential conflict of interest to your manager.

For more information please see the Group Anti-Bribery, Corruption and Fraud Policy and the Group's Securities Trading Policy.

## Fair Trading

We maintain our position of trust by being honest in our dealings with customers, dealing fairly and transparently with our suppliers, respecting our competitors and acting in line with market expectations. We are committed to complying with all competition and consumer laws which apply to the Group

Team Members are required to:

- comply with the Group Competition & Consumer Law Compliance Policy;
- complete and act in accordance with all training, processes and policies provided in respect of faulty goods, extended care and loyalty programs, the Competition & Consumer Act and the Australian Consumer Law (and their NZ equivalents);
- deal fairly and honestly with all customers, suppliers and competitors; and
- promptly raise any concerns with your manager.

For more information, please see the Group Competition & Consumer Law Compliance Policy.

## Continuous Disclosure

The Group is committed to complying with its disclosure obligations under the Corporations Act 2001(Cth) and ASX Listing Rules and ensuring that all shareholders and the market have access to full and timely information about JB Hi-Fi's shares.

Team Members are required to:

- comply with the Group's Continuous Disclosure Policy; and
- complete, and act in accordance with, all training, processes and policies provided in respect of Continuous Disclosure.

For more information please see the Group's Continuous Disclosure Policy.

## Company Resources

In your role you may be given access to things that belong to the Group such as cash, products and merchandise, equipment, stationery, computers, mobile phones, tablets, and motor vehicles.

Team Members are required to:

- respect and safeguard the property of the Group, customers, and Team Members;
- only use Group property, information or funds for intended business use;
- not use or remove products for personal use without paying for them or leave the workplace with them without approval;
- process all transactions, including discounts and loyalty programs, correctly and not provide unauthorised benefits;
- only use Team Member discount privileges in line with policy and not profit or attempt to profit in any way or deal commercially with the purchased product;
- only enter into an agreement or incur liability on behalf of the Group with proper authorisation; and
- immediately report any suspected theft, misappropriation or damage to Group property.

For more information, please see the JB Hi-Fi Staff Purchase Policy and The Good Guys Team Pricing Policy.



## Reporting Concerns

We promote a speak-up culture where everyone feels safe to call out things that aren't right.

If you believe that someone has breached this Code of Conduct, please raise your concerns with your manager.

If this approach does not resolve your concerns, or if you are not comfortable with raising your concerns directly with your manager, you should raise your concerns with your next level manager or HR.

If you feel unable to report your concerns through the normal channels, the Group has external reporting channels available through:

JB Hi-Fi	<b>Stopline</b> 1300 30 45 50 (Australia) 0800 42 50 08 (New Zealand)	<a href="mailto:jbhifi@stopline.com.au">jbhifi@stopline.com.au</a> <a href="mailto:jbhifinz@stopline.co.nz">jbhifinz@stopline.co.nz</a> <a href="https://jbhifi.stoplينereport.com">https://jbhifi.stoplينereport.com</a>	JB Hi-Fi c/- Stopline Locked Bag 8 Hawthorn VIC 3122
The Good Guys	<b>Your Call</b> 1800 940 379	<a href="http://www.yourcall.com.au/report">www.yourcall.com.au/report</a> (code TGG1959) <a href="mailto:tgg@yourcall.com.au">tgg@yourcall.com.au</a>	The Good Guys C/- Your Call Locked Bag 7777 Malvern VIC 3144

If you have reasonable grounds to suspect that Reportable Misconduct has or will occur, you may also make a disclosure in line with the Group Reportable Misconduct and Whistleblower Policy.

For more information on available reporting options, please refer to the Group Equal Opportunity and Workplace Behaviour Policy or the Group Reportable Misconduct and Whistleblower Policy.

## Dealing with Concerns

We take breaches of this Code extremely seriously. Where a breach has been found to have occurred disciplinary action may be taken. Certain breaches are considered serious misconduct likely to result in termination of employment without notice. Examples of serious misconduct include:

- sexual harassment, discrimination, victimisation or bullying;
- serious safety breaches which could impact upon a person's safety;
- theft, fraud or misappropriation;
- misleading or deceptive conduct;
- actions resulting in serious damage to the Group's property or reputation; and
- serious breach of the Group's policies and procedures or the law.

Managers, in consultation with the HR team, will deal with all reports sensitively and information will only be shared with those who need to know in order to properly investigate and address the concerns.

The Board will be informed of material breaches of this Code of Conduct, where this is considered appropriate.

It is important that any Team Member who reports a genuine concern does not experience detrimental treatment for making a report. If a Team Member believes they have experienced negative consequences as a result of raising a concern, they should raise this with their manager or HR. Any situation where this occurs will be treated seriously. Any Team Member who intentionally makes a false complaint may be subject to disciplinary action, up to and including termination of employment.